



Operating Partner Enterprise Change Management (ECM) Tool Pilot Mid-Point Review Session

Background - ECM Tool Process and Tool

Background - Overall ECM Tool Pilot(s) Timeline

Pilot Participants and Key Activities

Operating Partner Pilot Success Criteria

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Challenges Encountered and Addressed

Next Steps Planned for Pilot and Beyond

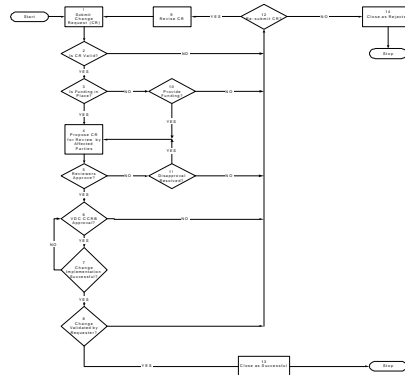
Discussion

July 25, 2002

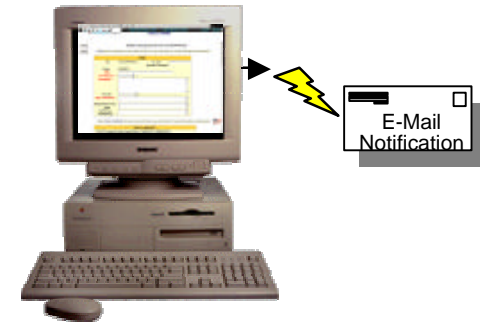
Background - ECM Tool Process and Tool



ECM Process:



ECM Tool:



Application Teams



Data Center(s)



Enterprise Stakeholders



Enterprise Change Requests (CRs) Requiring Management

ECM Process & Tool

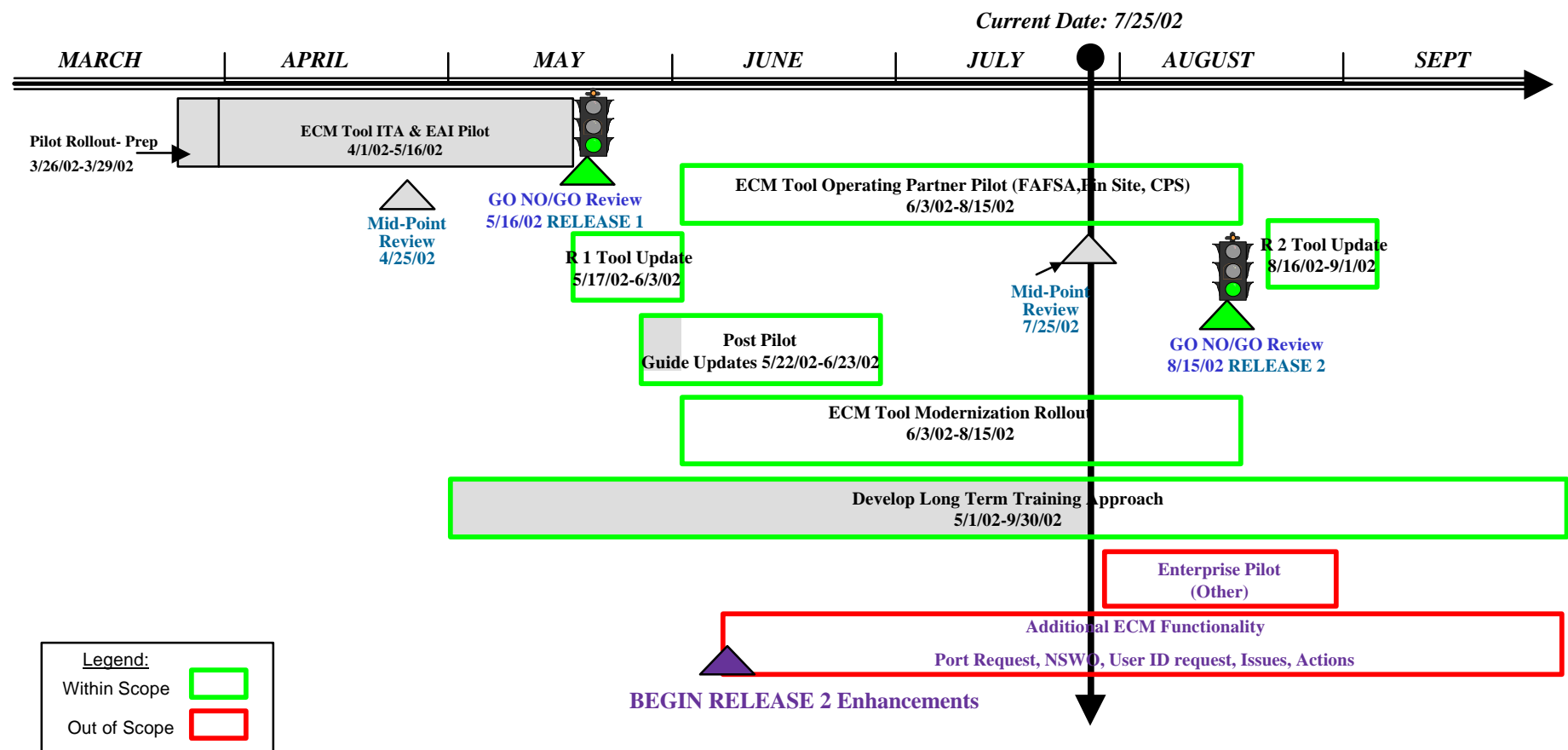
- Focused on capturing CRs formally submitted to Data Center(s) (VDC)
- Presently being used to log, and manage CRs for early adopting Application Teams (ITA, EAI, CPS, FAFSA, Pin Site)



Background - Overall ECM Tool Pilot(s) Timeline

The Operating Partner Pilot (FAFSA, Pin Site & CPS) commenced on 6/3 and will conclude on 8/15. (see highlighted area below).

If the ECM Tool is assessed by the Executive Review Committee to be beneficial to FAFSA, Pin Site and CPS' Operations, then the Tool will remain in use for their CR submission to the VDC.





Pilot Participants and Key Activities

Pilot Participants

- Jeanne Saunders*
- Nina Colon*
- Ida Mondragon*
- Keith Wilson*
- Neil Sattler*
- Phillip Wynn*
- Slawko Semaszczuk*
- John Hsu*
- Dave Lass*
- Gary Adams*
- Mike Cline*
- Bill Schulte*
- Matt Kain
- Sandy Weldon
- Mark Snead*
- Ron Langkamp*
- Bruce Bruning
- Alex Lefur
- Steve Jarboe
- Robert Morse
- Other NCS Application Team Members

Operating Partner Pilot Activities

1. Communicate Pilot Information to Stakeholders
2. Provide Training to Pilot Participants
3. Application Teams Enter Change Requests (CR) Into Tool
4. Review the ECM Tool Reports at VDC Coordination Meetings
5. Review potential changes to the ECM Tool during Change Control Group (CCG)
6. Conduct ECM "Process Review" Session

* Executive Review Committee Members



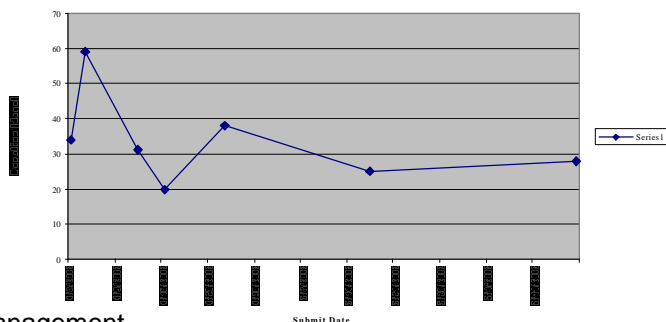
Operating Partner Pilot Success Criteria

The Operating Partner Pilot will be successful when the following criteria are met:

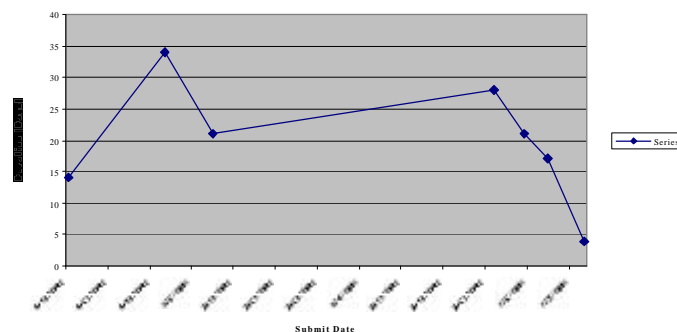
1. Change Request (CR) information contained in the Tool can be used by FSA as “the data of record” for discussing and acting on change management activity across Operating Partner Teams
2. Tool facilitates improved CR coordination across the VDC and Operating Partner Teams
3. Timeliness of CR resolution is consistent or improved for Pilot teams
4. Visibility to the data is sufficient to manage CR activity for the Pilot Teams
5. Pilot Participants understand and buy-in to the purpose & objective of the CR process and supporting Tool
6. Pilot Participants’ feedback is incorporated into ongoing Pilot improvement efforts
7. Executive Committee evaluates Pilot activity and reaches consensus to proceed

The ECM team is confident the first 5 criterion have been proven or underway. We are looking for feedback from you to help us ensure this is the case. Your insight and input will help us better meet your needs and expectation to achieve the last 2 criterion.

Closed Production CRs



Closed Development CRs





Change Request Activity to Date

To Date, 92 Change Requests (CR) have been entered into the ECM Tool across the enterprise.

Of the 92 Change Requests entered 17 or nearly 20% of the total, affect FASFA, CPS or Pin Site in some way.

How Change Requests break out by application:

1.FAFSA 6.0 and FASFA 7.0 has entered 2 Production CRs. Overall 8 CRs have been identified that possibly affect FASFA when implemented.

2.CPS has entered 2 Production CRs. Overall 3 CRs have been identified that possibly affect CPS when implemented.

3.Pin Site has entered 2 Production CRs. At this time no additional CRs have been identified which affect Pin Site.

Production Change Request Metrics Report

ID	SYS	Submitted	Closed Successfully	Req Imp	Duration
VDCMP00000192	EAI	2-Apr	6-May	21-Apr	34
VDCMP00000216	ITA	16-Apr	6-May	21-Apr	20
VDCMP00000214	ITA	12-Apr	13-May	21-Apr	31
VDCMP00000199	EAI	4-Apr	3-Jun	21-Apr	59
VDCMP00000219	EAI	25-Apr	3-Jun	28-Apr	38
VDCMP00000250	FAFSA	17-May	12-Jun	30-May	25
VDCMP00000296	FAFSA	17-Jun	15-Jul	30-Jun	28
VDCMP00000252	ITA	20-May		2-Jun	64
VDCMP00000314	CPS	25-Jun	24-Jul	2-Aug	29
VDCMP00000339	Pin Site	15-Jul			9
Total		10	8	NA	34

Development Change Request Metrics Report

ID	SYS	Submitted	Closed Successfully	Req Imp	Duration
VDCMP00000330	FAFSA	5-Jul	22-Jul	22-Jul	17
VDCMP00000331	Pin Site	1-Jul	22-Jul	22-Jul	21
VDCMP00000317	CPS	26-Jun	24-Jul	12-Jul	28
VDCMP00000217	EAI	16-Apr	30-Apr	30-Mar	14
VDCMP00000226	FAFSA	2-May	6-Jun	2-May	34
VDCMP00000237	EAI	10-May	31-May	13-May	21
VDCMP00000336	FAFSA	11-Jul	15-Jul	22-Jul	4
Total		7	5		20



Challenges Encountered and Addressed

<u>Challenge</u>	<u>Addressed in the following way</u>	<u>Next Steps</u>
1. Internet Access to Tool cut off due to security concerns	Short Term resolution involved setting up temporary IP addresses that allow only limited access for pilot participants	Long Term resolution involves working with FSA CIO and Rational Support Team to resolve security issues
2. User ID requests are potentially denied (“Temporary Waivers” no longer being granted)	ECM Team worked with FSA security experts to understand the process and clarify information for Operating Partner Teams	Ensure that NCS is fully engaged in Security Clearance submission activities
3. Notifications were not being sent to all of the right individuals	Added needed individuals (Nina Colon) to the distribution list for FAFSA & Pin Site CRs	Add others if needed
4. FAFSA Team desired to move to exclusive Tool Use prior to recommended “cutover” date	FAFSA’s decision, which was an extremely positive and welcome development was allowed to stand and no apparent problems resulted	Continue to monitor FAFSA CR submission and tracking to ensure that no unintended consequences result from the “early cutover” to exclusive Tool use (no more email attachments)



Next Steps Planned for Pilot and Beyond

The following steps are required for successful completion of the Operating Partner ECM Pilot:

1. Continue to track and update the progress of CRs submitted by Pilot Teams
2. Use the Summary CR Report in weekly VDC Coordination Meetings. The report will be the primary driver of CR status and discussion (Will work with Mike Healy to get the Rational Client software set up on local PC)
3. Continue to track issues and enhancements requested by Operating Partner Teams for future releases of the Tool
4. Operating Partner Pilot Leads continue to attend ECM Status Meetings & Process Reviews